

MORTGAGE LOAN CLOSER

APPLICATION DEADLINE IS THURSDAY, MARCH 22, 2018 AT 11:59PM

Division: Single Family Loan Operations

Reports to: Mortgage Loan Closing Manager

Location: Nashville, TN

Full-time/Part-time: Full-time

Salary Grade: 30

Monthly Salary Range Minimum: \$3,205

FLSA Classification: Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Reviews the agency's closed mortgage loans; maintains and controls follow-up in a timely manner; handles necessary correspondence to carry out such maintenance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Reviews closed mortgage loan documentation to ensure documents are executed properly, mortgage loan meets insurer and Agency guidelines, and Agency is in first lien position.
- Reviews closed second mortgage loan note and Deed of Trust to ensure Agency is in second lien position and documents are executed correctly.
- Enters pertinent data into the closed loan tracking system THELMA.
- Tracks and verifies receipt of initial escrow deposit.
- Reviews pipeline daily, as well as communicates with the Originating Agents (OAs) to ensure all documentation has been received from OAs; works with OAs to obtain non-trailing documentation to purchase first mortgage loans and reimburse second mortgage loans, to maintain compliance with Real Estate Settlement Procedures Act (RESPA) first payment guidelines.
- Maintains written and oral communication with OAs to ensure accurate and timely receipt of final documentation.
- Maintains pipeline in THELMA to ensure accurate and timely receipt of final documentation (trailing documents) needed to complete loan and provide Service Release Premium (SRP) to the lenders, reports progress and problems to the OA to ensure accurate and timely receipt of final documentation and SRP.
- Prints and mails Welcome Letters to the borrowers.
- Works with the State of Tennessee Department of Revenue to obtain de-titling documentation for manufactured homes.
- Provides excellent customer service in answering telephones (General Closing Line) in a businesslike manner, giving general information to lenders and potential new OAs.
- Maintains timely follow-up.
- Supports other areas in the division as necessary or as time allows; is cross trained and responsible for other duties as specified by the Division Director and the Mortgage Loan Closing Manager.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED required.
- Knowledge of the mortgage lending field; at least 3 years of experience in this field preferred.
- Mortgage closing related experience; at least 2 years of closing related experience preferred.
- Recent employment in the mortgage banking field is preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Knowledge of Federal Housing Administration (FHA), Veterans Administration (VA), United States Department of Agriculture/Rural Housing Service (USDA/RHS), and Private Mortgage Insurance (PMI) regulations.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to adjust to frequent procedural change.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

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APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION
PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE
APPLICATION INSTRUCTIONS